



Office 365 Productivity: Resources for End-Users

Tuesday, February 5, 2019 | 10:00 am – 11:00 am CST | via Microsoft Teams Live Event

*Presented by Microsoft for the Technology Today Series (TTS) hosted by
the Texas Department of Information Resources (DIR)*



Office 365 Productivity: Resources for End-Users



Host

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Today's Program

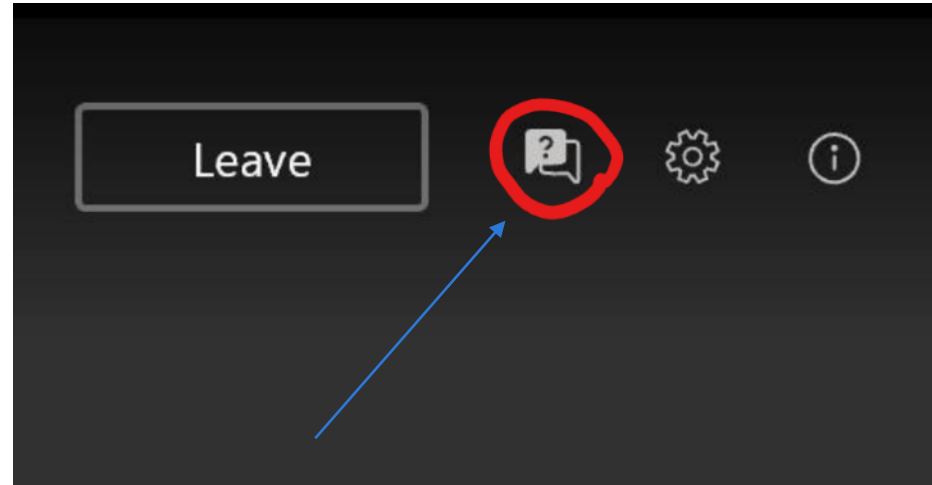
- Audio is transmitted **ONLY** via computer . All attendees are muted – no mic needed.
- Use **Q&A Pane** to submit any questions or comments.
- **CPE Form** – Provided via follow-up email.

February 5, 2019

Presented for the Technology Today Series (TTS) hosted by the Texas Department of Information Resources

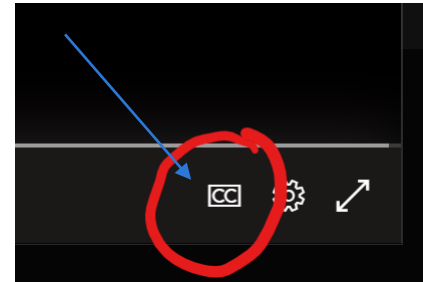
Ask questions via the Q&A Pane

Q&A Pane is located in upper right hand corner of the Teams client



Enable Closed Captioning (if needed)

Closed Captioning is located in lower right hand corner of the Teams client





Agenda

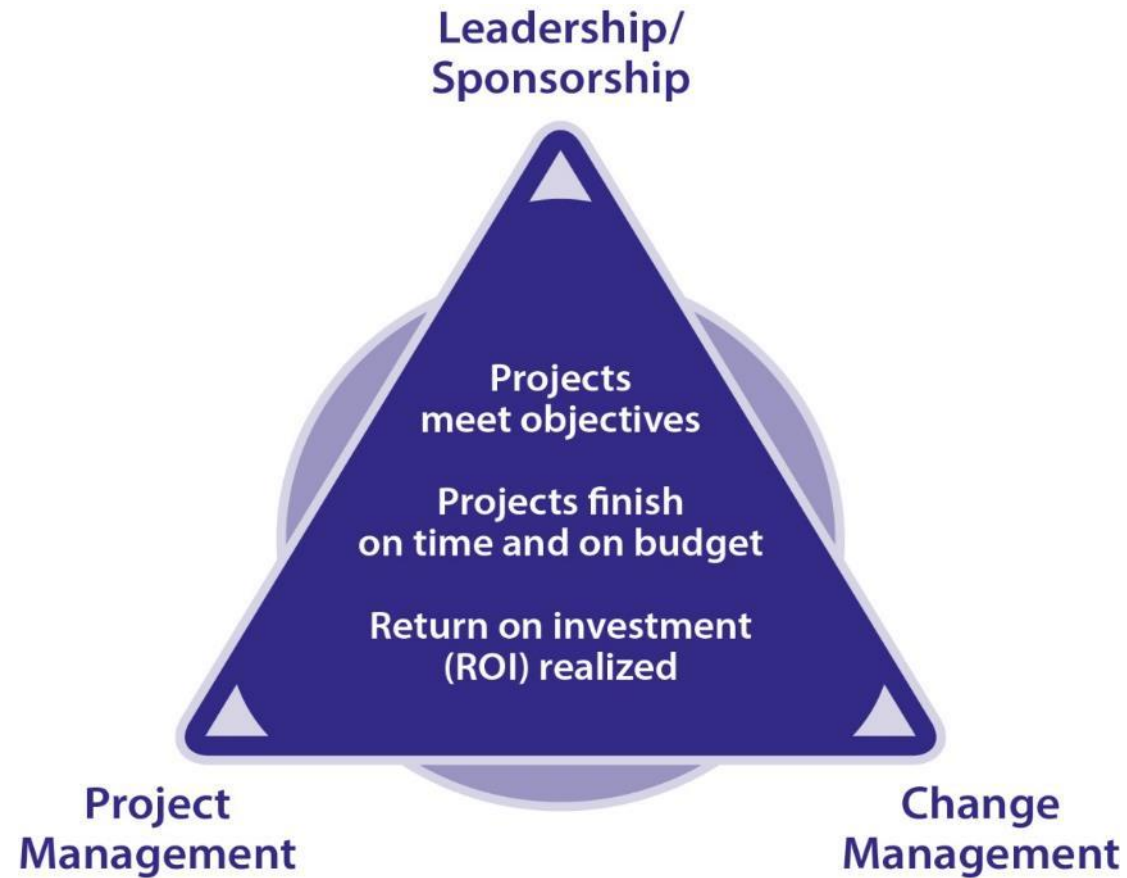
- Deployment Plan vs Adoption Plan
- Adoption Plan - Change Mgmt Approach
 - Success Factors
 - Stakeholders
 - Scenarios
 - Awareness
 - Training
- Review End-user Education Resources
- Q&A/Wrap-up/Next Steps

Deployment Plan vs Adoption Plan



Prosci® Project Change Triangle™

Applied to Your Project Prosci® PCT™ Model



The Five Building Blocks for Successful Change

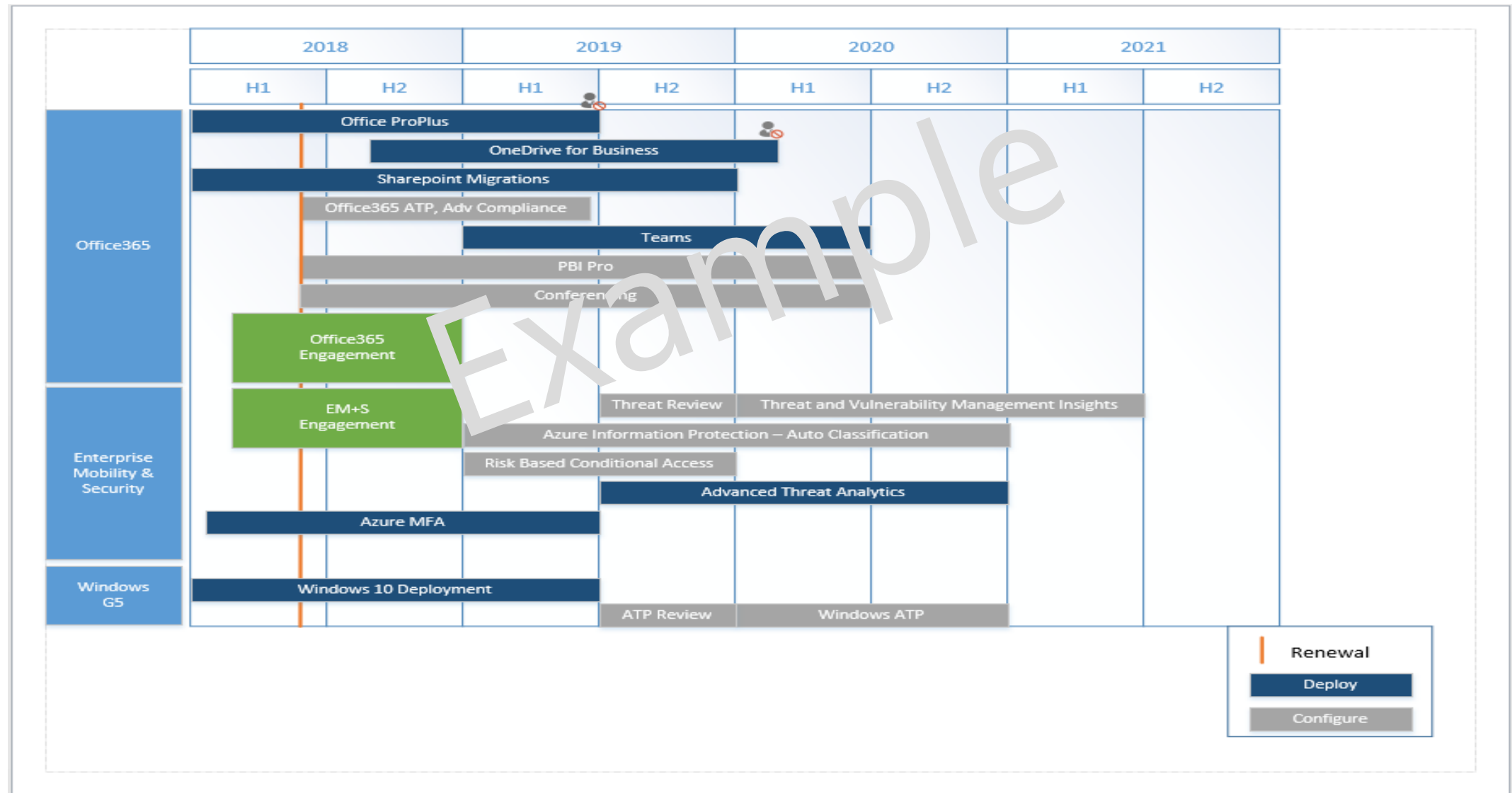


- A** Awareness – Why are you changing?
- D** Desire – What’s in it for the agency and users?
- K** Knowledge – How?
- A** Ability – Capability? Can the user change?
- R** Reinforcement® - Reward, record, repeat

- Statement of Work
- Project Plan
- Work Breakdown Structure
- Resource Allocation
- Budget Estimations
- Tracking Activities

Deployment Plan Deliverables

M365 Deployment Plan



ID	Task Name	Resource Names	Start	Finish	Duration	Jan 2018				Feb 2018	
						31/12	7/1	14/1	21/1	28/1	4/2
1	Identity & Access		1/1/2018	1/3/2018	24h						
2	Core Identity Onboarding	Azure AD	1/1/2018	1/1/2018	8h						
3	EMS Basics	Intune	1/2/2018	1/2/2018	8h						
4	Identity & Device Protection	EMS E3/E5	1/3/2018	1/3/2018	8h						
5	Modern & Secure Desktop		1/1/2018	1/3/2018	24h						
6	Windows Upgrade Readiness	Windows Analytics	1/1/2018	1/1/2018	8h						
7	Client System Management	SCCM	1/1/2018	1/1/2018	8h						
8	Windows 10 + Office 365 Pro Plus	Win E3, O365 Pro Plus	1/2/2018	1/2/2018	8h						
9	Office 365 Pro Plus Change Mgmt.	O365 Pro Plus	1/2/2018	1/2/2018	8h						
10	Azure AD Join	Azure AD	1/2/2018	1/2/2018	8h						
11	OneDrive for Business	OneDrive for Business	1/3/2018	1/3/2018	8h						
12	Data Gov. + Info Protection		1/3/2018	1/5/2018	24h						
13	Data Governance	O365 E3	1/3/2018	1/3/2018	8h						
14	Data Governance (Adv.)	O365 E5	1/4/2018	1/4/2018	8h						

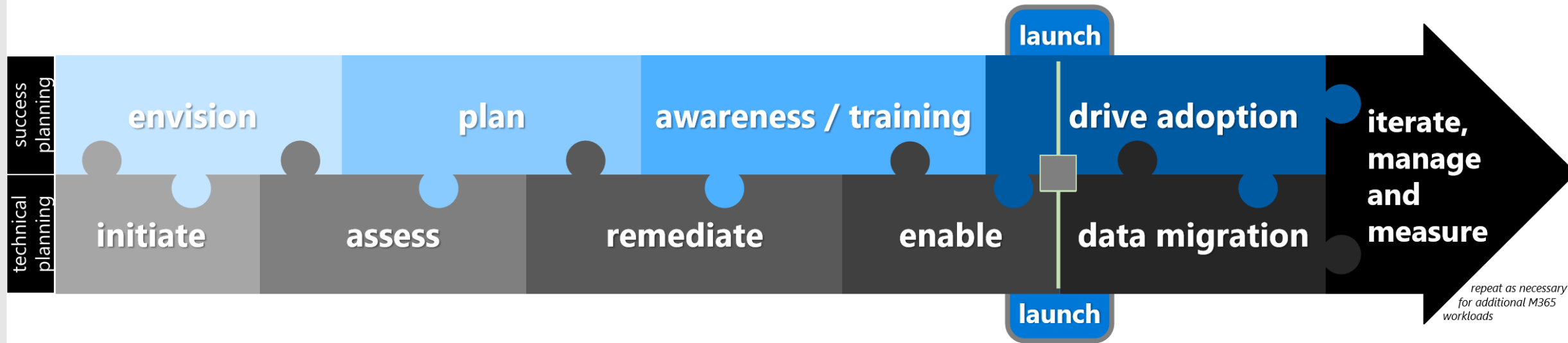
Adoption Plan Deliverables

- Sponsor Roadmap
- Communications Plan
- Resistance Management Plan
- Training Plan
- Reinforcement Plan

	Workstream	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6 (Target Launch)	Week 7	Week 8	Week 9
Phase 01: Envision	Identify Key Stakeholders and Assemble Team	Identify and recruit Success Owner and Project Manager	Identify and recruit Executive Sponsor(s), and fill remaining team roles							
	Identify and Prioritize business scenarios	Identify and develop Business Scenarios	Prioritize Business Scenarios							
	Define Success Criteria		Define success criteria/key performance indicators (KPI) and establish KPI benchmarks							
	Create Success Plan	Begin capturing your project details in a Success Plan at http://fasttrack.microsoft.com	Finalize your Success Plan							
	Build your Champions Program	Identify and recruit Champions Create Yammer Group to support your Champions	Train Champions and brainstorm activities	Determine ongoing champion duties	Finalize champion launch activities	Get feedback and success stories from Champions to use in launch			Get feedback from Champions and iterate program as necessary	
Phase 02: Onboard	Early Adoption Program	Recruit program participants. Set up a Yammer group for communication and feedback collection easy.	Circulate a baseline survey to our participants. Provide participants with activated Office 365 account to formally begin your early adoption program.	Check in with program participants to collect informal feedback		Send out a final survey and use any insights gathered to make adjustments to your launch.				
	Communication and Awareness	Develop communications plan and engagement event strategy. Develop communications materials using the available FastTrack templates.	Send a 'countdown email' to employees	Ensure that Office 365 has a visual presence throughout your corporate offices. Refer to the available FastTrack Center templates.	Announce upcoming Office 365 launch on company intranet. Prepare for launch engagement event.	Create a Yammer group for end-users to share their Office 365 success stories. Circulate a baseline survey to end-users	Send an Announcement Email to let users know what's available. Execute launch engagement event.		Send "Tips and Tricks" email to end-users	
	Training	Develop end-user training plan		Set up internal training site to store training resources		Train end-users	Train end-users	Setup ongoing training series		
	Support		Ready help desk to support end-users							
	Boost user							Prepare and run contests to continue encouraging user engagement		



Working together to be successful



Microsoft 365 Success Factors

Based on engagements with thousands of customers, we have identified the four Success Factors for driving end user adoption. Throughout this presentation we will look at each of these Success Factors and how to implement them during a Microsoft 365 roll out.

LEARN AND REINFORCE



Stakeholders

Recruit executive sponsors
Empower champions



Scenarios

Prioritize your scenarios
Define success criteria



Awareness

Implement comms campaign
Execute launch events



Training

Train end users
Ready help desk



Stakeholders

Stakeholders

Executive sponsors

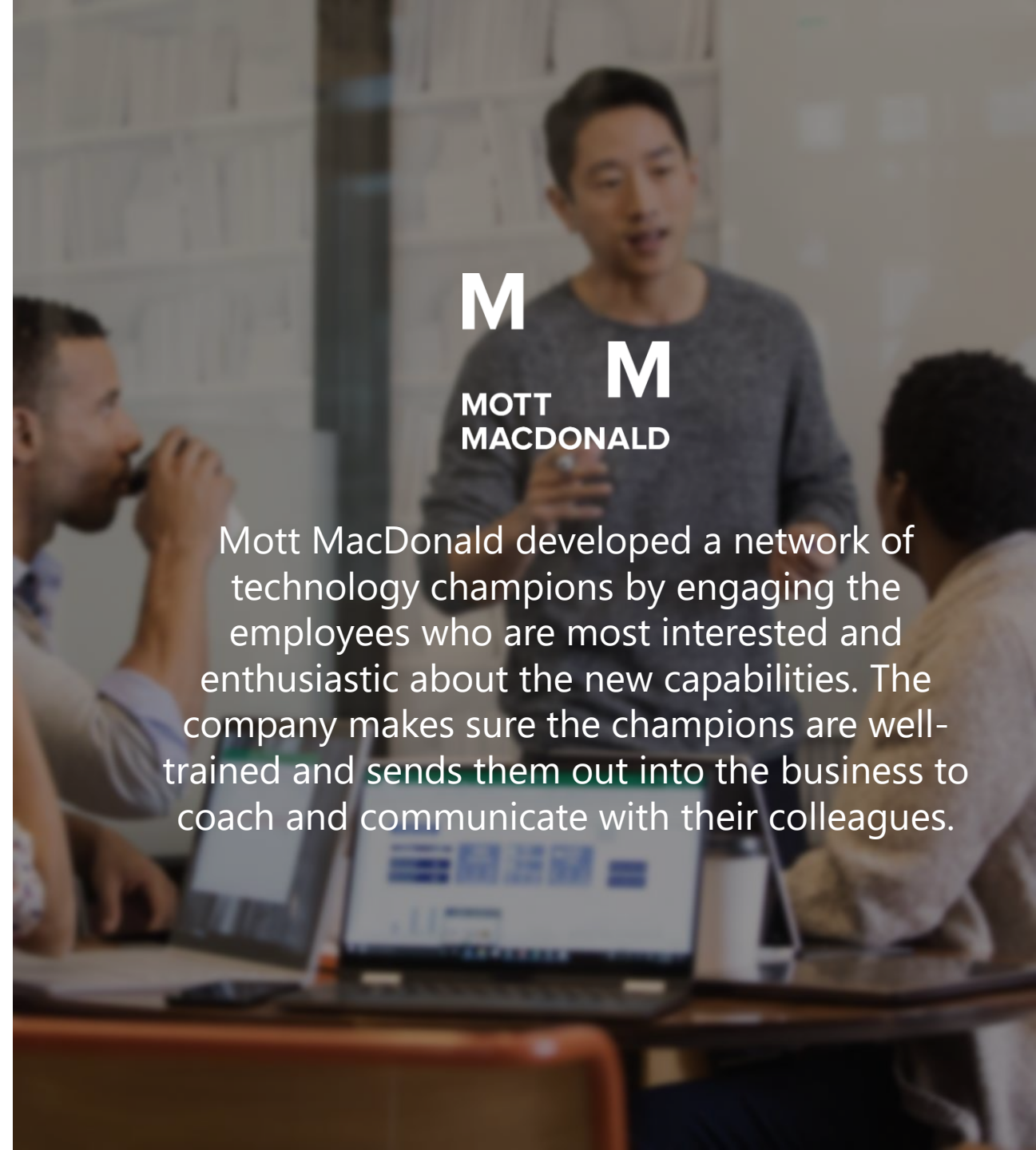
- Identify and prioritize business scenarios
- Act as sponsor and face to the program
- Use the technology to model how employees can use it

Success Owner, aka Change Manager

- Ensure business goals set for Microsoft 365 are realized
- Drive end user adoption

Champions

- Scale adoption efforts across the organization
- Evangelize Microsoft 365 and its value across teams
- Welcome new users and answer questions



M
M
MOTT
MACDONALD

Mott MacDonald developed a network of technology champions by engaging the employees who are most interested and enthusiastic about the new capabilities. The company makes sure the champions are well-trained and sends them out into the business to coach and communicate with their colleagues.



How can Executive sponsors drive Microsoft 365 success?

An actively engaged executive sponsor is one of the top drivers of project success.

Executive sponsors should:

- Help the project team identify and prioritize which Business Scenarios should be used
- Play a role in communicating the vision to other leaders across the organization
- Actively participate and use the Microsoft 365 capabilities to help drive adoption across end users and reinforce desired behaviors

Ensure they understand the ABCs¹

- A** Active and visible participation
- B** Building a coalition with their executive peers
- C** Communicating directly with employees

1: Prosci®. All rights reserved.

Who are Success Owners and why are they important?

Success Owners ensure business goals set for Microsoft 365 are realized by ensuring people use the service and get value from it.

Success Owners should:

- Ensure people use and get value from Microsoft 365
- Help ensure the right stakeholders are involved
- Translate the business goals your organization has set for Microsoft 365 into Microsoft 365 scenarios
- Ensure communications and training are successfully implemented



Who are Champions?

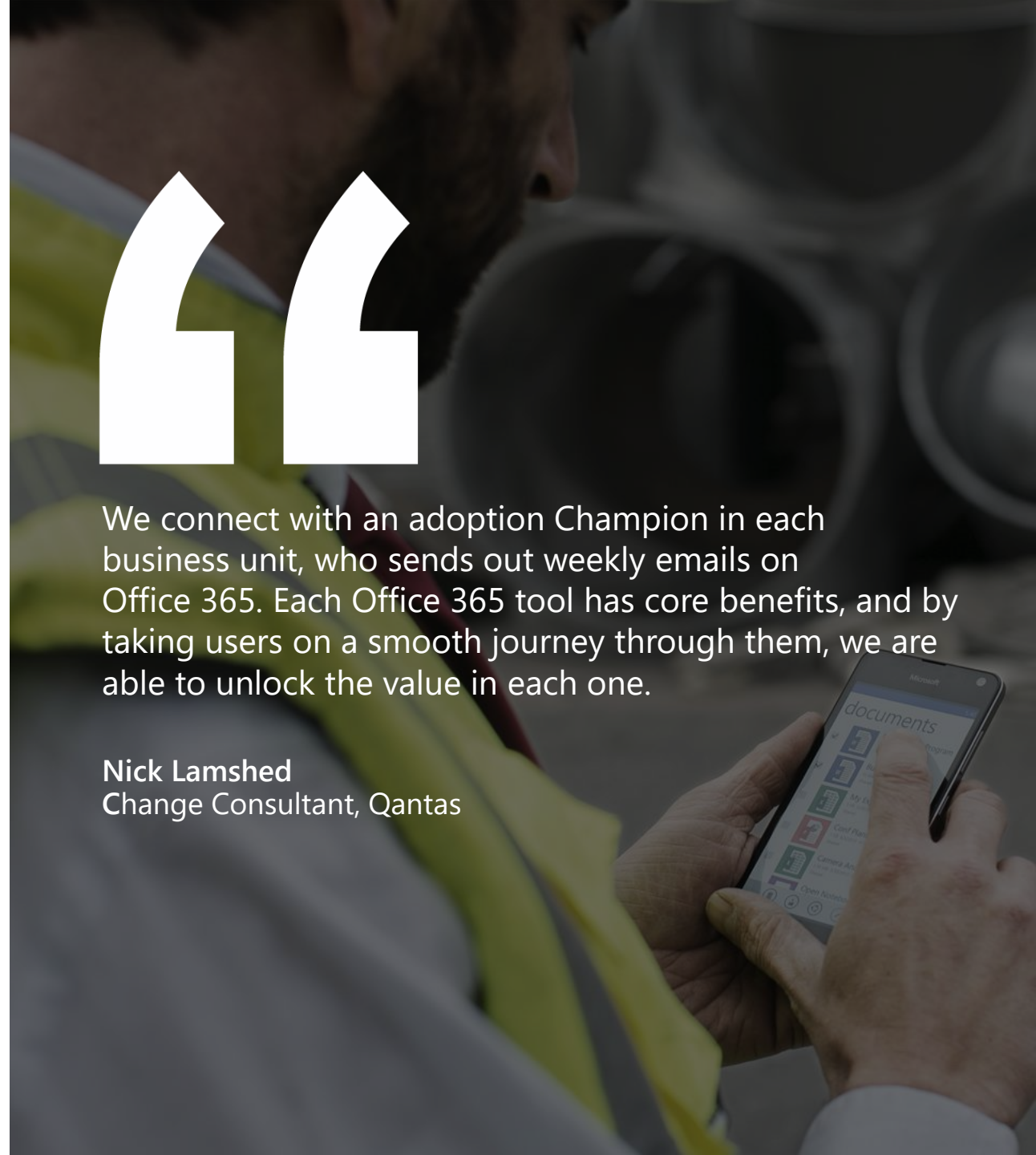
Champions will evangelize and help train their teams on the new ways of working. They build awareness, understanding, and engagement throughout the community.

- Ensure people use and get value from Microsoft 365
- Help ensure the right stakeholders are involved
- Translate the business goals your organization has set for Microsoft 365 into Microsoft 365 scenarios
- Ensure communications and training are successfully implemented



We connect with an adoption Champion in each business unit, who sends out weekly emails on Office 365. Each Office 365 tool has core benefits, and by taking users on a smooth journey through them, we are able to unlock the value in each one.

Nick Lamshed
Change Consultant, Qantas





Why are Champions important?

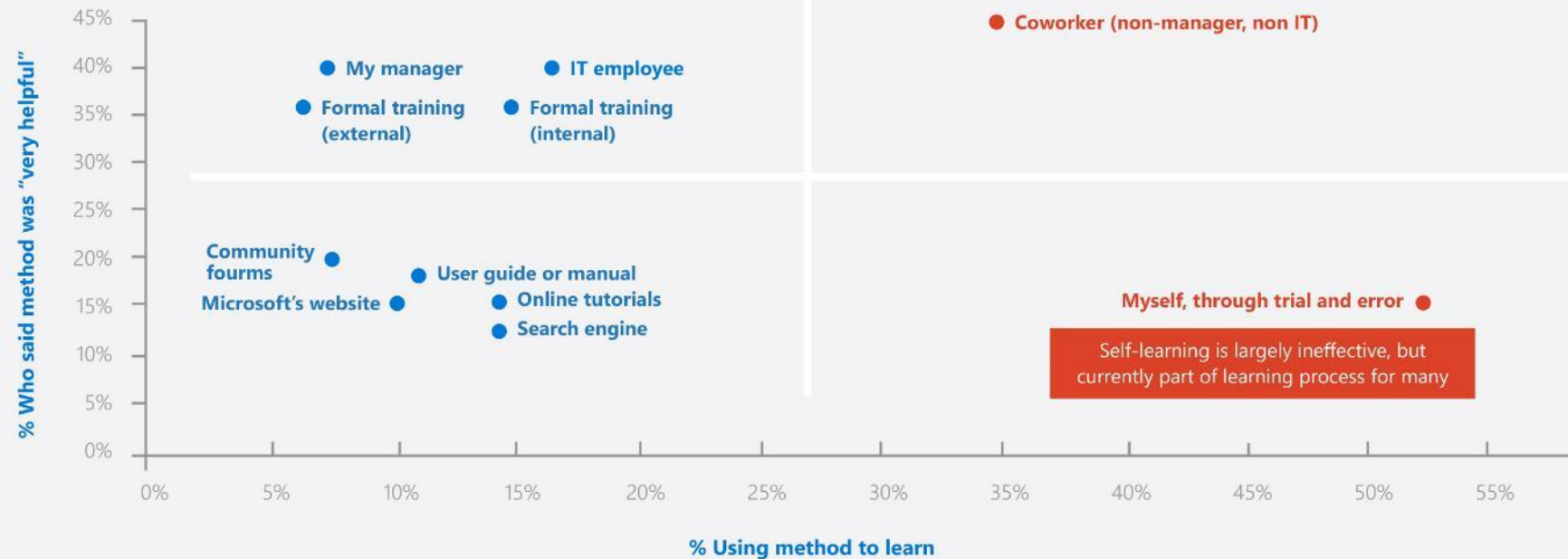
Learning via coworkers is among the most effective and most used methods

In a Microsoft End-User study, research indicates learning from co-workers is among the most effective and used methods in learning a new technology

Effective Methods for End-Users to Learn New Technology

*These methods are under-utilized
(low usage, but have high effectiveness)*

*Learning via coworkers is among the most
effective and most used methods*



Other roles to consider



Role	Responsibilities	Department
Project Manager	Oversee the entire Microsoft 365 launch execution and roll-out process	Project Management
Training Lead	Manage and communicate training content about Microsoft 365	IT and/or Human Resources
Department Leads	Identify how specific departments will use Microsoft 365 and encourage engagement	Any department (management)
IT Specialist	Oversee all technical aspects of the roll-out, including integrations	IT
HR Manager	Integrate Microsoft 365 into HR processes and manage HR content on Microsoft 365	Human Resources (management)
Communication Lead	Oversee company-wide communications about Microsoft 365	IT and/or Corporate Comms
Community Manager	Manage day-to-day Yammer network activity; provide guidance and best practices	IT and/or Corporate Comms
SharePoint Site Manager	Help manage SharePoint site strategy for the organization, serve as the link between business side and IT	IT and/or staff

Note: Though we recommend having each of these roles fulfilled throughout your roll-out, you may find that you don't require them all to get started with your identified solutions.



Scenarios

Identify and Prioritize Scenarios

Why Scenarios are important:

- Allow teams to understand how Microsoft 365 can help them achieve more
- Act as inputs and validation of Microsoft 365 awareness messaging
- Support awareness and readiness activities by putting products in context; people will know when and how to use them



What is a Scenario?

Scenarios cover the ways your people will use Microsoft 365 to address business challenges or achieve defined goals.

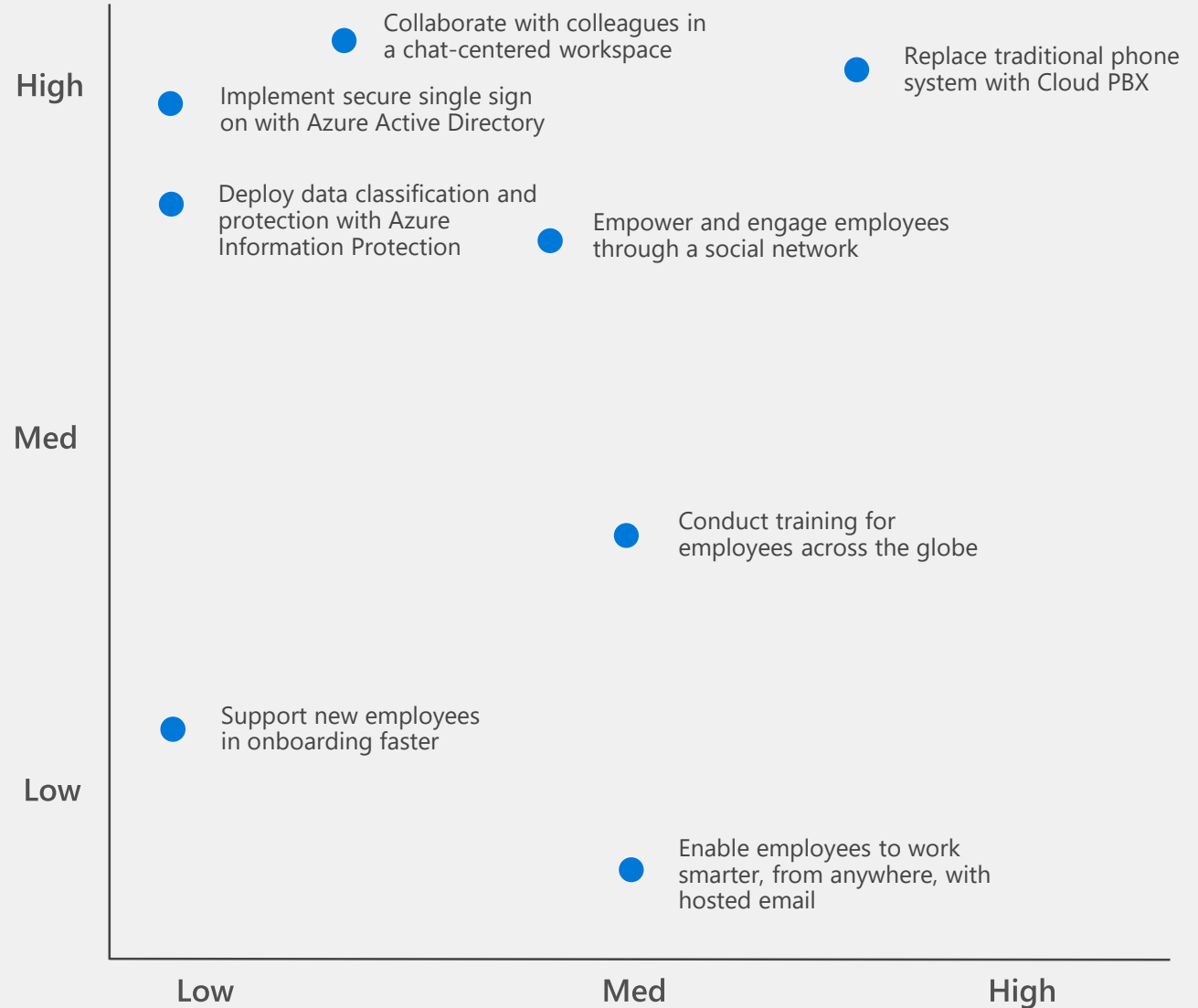
Prioritize Business Scenarios

Gauge impact and difficulty

It is important that you prioritize your Scenarios to ensure that you understand where to place your focus first.

Gauging impact and difficulty will help you understand which scenarios will provide the highest level of impact the fastest and which scenarios are harder projects that may require more planning.

Impact





Define Success Criteria

Use success criteria to measure Microsoft 365 roll-out impact

- Identify key performance indicators (KPIs) that may improve based on adopting various business scenarios
- Establish KPI benchmarks and users' Microsoft 365 knowledge
- Choose criteria to help you show leadership the impact Microsoft 365 is having on the organization
- Use the End-User surveys to measure satisfaction and progress against your benchmark. <http://aka.ms/usersurveys>



Define Success Criteria: Examples

Sample Success Criteria. Choose criteria to help you show leadership the impact of your Microsoft 365 implementation

Success criteria	Method	Example Goal
Reduced operating costs Increased adoption correlates to reduced third-party conferencing usage, travel time, and resource allocation	Quantitative Microsoft 365 reporting Finance/accounting reports Travel and phone expense reports	Comparison of pre- and post- Microsoft 365 reports will show cost savings. Post-roll-out usage of third party phone conferencing should show decreasing usage of 10% per month
Increased productivity Increased adoption correlates to faster communication and decision making, shorter time to complete tasks	Quantitative Process efficiency gains Qualitative End user surveys Yammer groups and feedback	Time to complete customer orders drop by 15% within 6 months
Improved collaboration Increased cross-team and cross location communications	Qualitative End user surveys	Increased usage of Microsoft Teams
Improved employee engagement Employees are fully absorbed by and enthusiastic about their work and so take further action to help the organization achieve its goals	Qualitative Employee surveys	Employee engagement improves by 15% within 6 months of rolling out Yammer



Record the usage metrics before your launch, that way you can see the effectiveness of your adoption activities.

Refer back to these reports to measure against your success criteria and identify areas for improving adoption.

Home » Usage » Active users

Active users: 7 days, 30 days, 90 days, 180 days, 365 days

Number of daily active users

Official iOS Exchange OneDrive SharePoint Skype for Business Sponser

Report

Overview	Skype for Business	OneDrive	SharePoint	Skype for Business	SharePoint
10/20/2016-10/21/2016	Yes	Yes	Yes	Yes	Yes
10/19/2016-10/20/2016	Yes	Yes	Yes	Yes	Yes
10/18/2016-10/19/2016	Yes	Yes	Yes	Yes	Yes
10/17/2016-10/18/2016	Yes	Yes	Yes	Yes	Yes
10/16/2016-10/17/2016	Yes	Yes	Yes	Yes	Yes
10/15/2016-10/16/2016	Yes	Yes	Yes	Yes	Yes
10/14/2016-10/15/2016	Yes	Yes	Yes	Yes	Yes
10/13/2016-10/14/2016	Yes	Yes	Yes	Yes	Yes
10/12/2016-10/13/2016	Yes	Yes	Yes	Yes	Yes
10/11/2016-10/12/2016	Yes	Yes	Yes	Yes	Yes
10/10/2016-10/11/2016	Yes	Yes	Yes	Yes	Yes
10/9/2016-10/10/2016	Yes	Yes	Yes	Yes	Yes
10/8/2016-10/9/2016	Yes	Yes	Yes	Yes	Yes
10/7/2016-10/8/2016	Yes	Yes	Yes	Yes	Yes
10/6/2016-10/7/2016	Yes	Yes	Yes	Yes	Yes
10/5/2016-10/6/2016	Yes	Yes	Yes	Yes	Yes
10/4/2016-10/5/2016	Yes	Yes	Yes	Yes	Yes
10/3/2016-10/4/2016	Yes	Yes	Yes	Yes	Yes
10/2/2016-10/3/2016	Yes	Yes	Yes	Yes	Yes
10/1/2016-10/2/2016	Yes	Yes	Yes	Yes	Yes
9/30/2016-10/1/2016	Yes	Yes	Yes	Yes	Yes
9/29/2016-9/30/2016	Yes	Yes	Yes	Yes	Yes
9/28/2016-9/29/2016	Yes	Yes	Yes	Yes	Yes
9/27/2016-9/28/2016	Yes	Yes	Yes	Yes	Yes
9/26/2016-9/27/2016	Yes	Yes	Yes	Yes	Yes
9/25/2016-9/26/2016	Yes	Yes	Yes	Yes	Yes
9/24/2016-9/25/2016	Yes	Yes	Yes	Yes	Yes
9/23/2016-9/24/2016	Yes	Yes	Yes	Yes	Yes
9/22/2016-9/23/2016	Yes	Yes	Yes	Yes	Yes
9/21/2016-9/22/2016	Yes	Yes	Yes	Yes	Yes
9/20/2016-9/21/2016	Yes	Yes	Yes	Yes	Yes
9/19/2016-9/20/2016	Yes	Yes	Yes	Yes	Yes
9/18/2016-9/19/2016	Yes	Yes	Yes	Yes	Yes
9/17/2016-9/18/2016	Yes	Yes	Yes	Yes	Yes
9/16/2016-9/17/2016	Yes	Yes	Yes	Yes	Yes
9/15/2016-9/16/2016	Yes	Yes	Yes	Yes	Yes
9/14/2016-9/15/2016	Yes	Yes	Yes	Yes	Yes
9/13/2016-9/14/2016	Yes	Yes	Yes	Yes	Yes
9/12/2016-9/13/2016	Yes	Yes	Yes	Yes	Yes

Home > Usage > Skype for business clients used

Skype for Business clients used

7 days 30 days 90 days 180 days

Users [Distribution](#) Date as of: Saturday, October 22, 2016 5:10

Count of users connected to Skype for Business by client

Client Type	Count of Users
Windows	16
Windows Phone	10
Android phone	10
iPhone	14
iPad	1

Details [Export](#)

User name	Last activity date (UTC)	Windows	Windows Phone	Android phone	iPhone	iPad
SABM1205170405...	Saturday, October 22, 2016	✓			✓	
DTWKC0333586A7...	Saturday, October 22, 2016	✓				

Home > Usage > Office 365 groups activity

Office 365 groups activity

7 days 30 days 90 days 180 days

Groups Activity Storage Date as of Saturday, October 22, 2016 (UTC)

Number of total and active groups

Date	Total Groups	Active Groups
9/29/2016	~79,000	~5,000
10/7/2016	~79,000	~5,000
10/21/2016	~79,000	~5,000

The dashboard displays 12 widgets for Office 365 metrics:

- Office 365 Adoption:** 96.5% (Active Users %)
- ADOPTION:** 85.00% (Returning Users %)
- COMMUNICATION:** Most Recent - Active User Count by Product (Bar chart showing counts for various products)
- Most Recent - Active Users % by Product:** Pie chart showing percentages for different products.
- Most Recent - Active User Count by Product:** Donut chart showing counts for different products.
- USF Activity Count by Skype:** Donut chart showing activity counts for Skype.
- Skype - Active Users:** Gauge chart showing 78.55%.
- Device Change by SK:** Donut chart showing device change metrics.
- EXG Total Emails Sent:** 4M (Gauge chart showing 4,047,000)
- Exchange - Active U...:** Donut chart showing active user metrics.
- Client Change by EXG:** Donut chart showing client change metrics.
- Skype - Total (Un)available:** 211K (Gauge chart showing 211,000)
- Email Spent on Skype:** Donut chart showing email spend metrics.
- Device Change by SK:** Donut chart showing device change metrics.
- EXG Total Emails Rx:** 63M (Gauge chart showing 63,000,000)
- EXG Total Emails Rx:** 63M (Gauge chart showing 63,000,000)

<https://aka.ms/o365adoptioncontentpack>



Share Success Stories

Success stories are often just as valuable as quantitative measures when demonstrating Microsoft 365 success.

Throughout the roll-out, project team members and champions should identify examples that demonstrate cross-functional collaboration and teamwork and share them by using Yammer

- **Time.** The story should begin with a time marker, so the audience knows when it happened.
- **Characters.** The story should feature names, so the audience knows who was involved.
- **Events.** The story should recount the events that took place.
- **Visuals.** The audience should be able to picture what has happened.



Awareness

Awareness

Communications

- Deploy a variety of tactics
- Focus on the “what’s in it for me?”
- Tailor plan to company and culture
- Send out communications

Engagement events

- Engage executive sponsors to kick-off event
- Staff events with IT and Champions
- Distribute banners and leaflets
- Place demo booths in cafeteria/foyer
- Host online events for remote offices

PRE-LAUNCH

LAUNCH

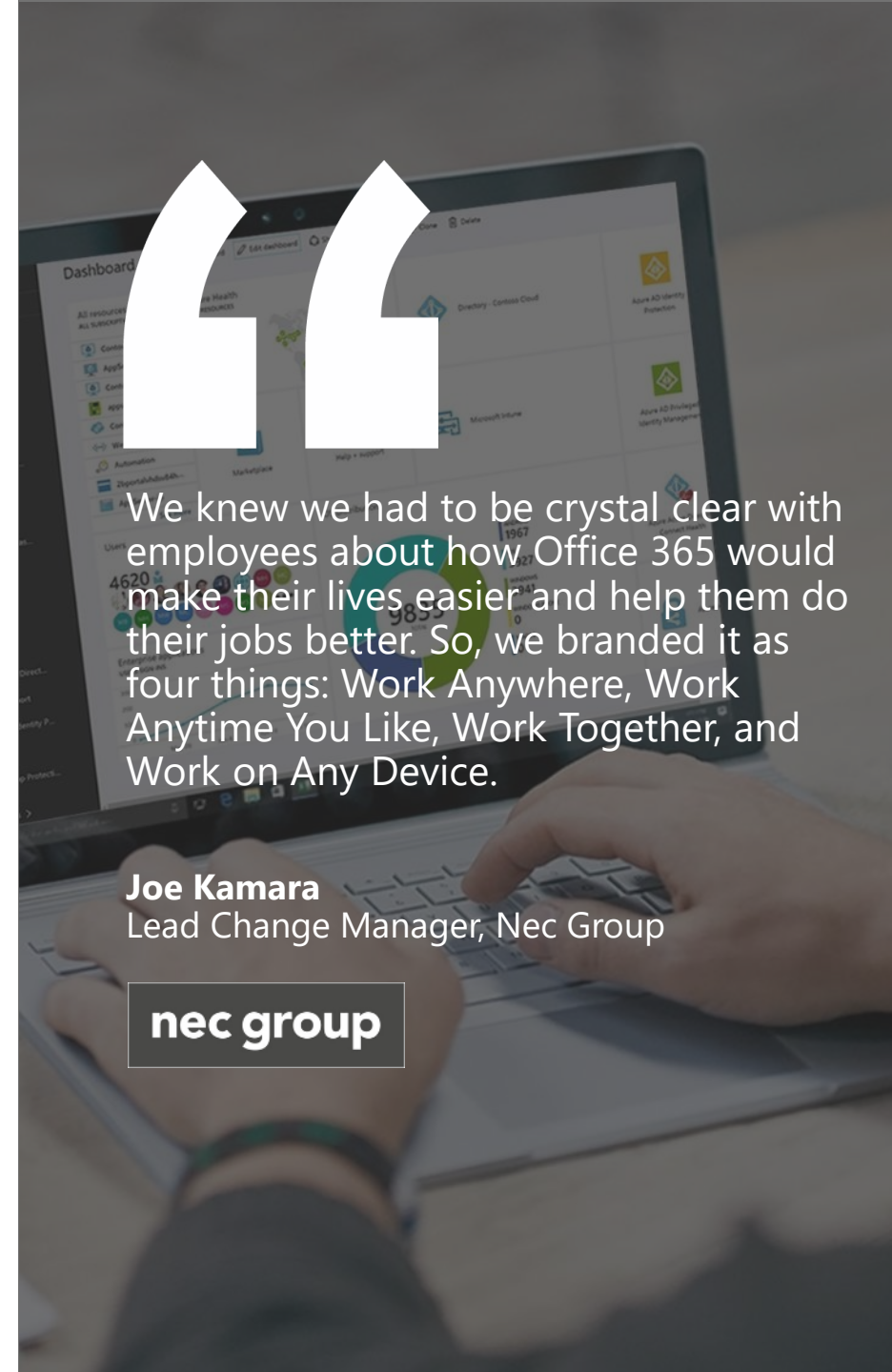
POST-LAUNCH



We knew we had to be crystal clear with employees about how Office 365 would make their lives easier and help them do their jobs better. So, we branded it as four things: Work Anywhere, Work Anytime You Like, Work Together, and Work on Any Device.

Joe Kamara
Lead Change Manager, Nec Group

nec group



Create a Communication Plan for Awareness



Use a communication plan to generate awareness and excitement before the launch and to keep people interested after launch.

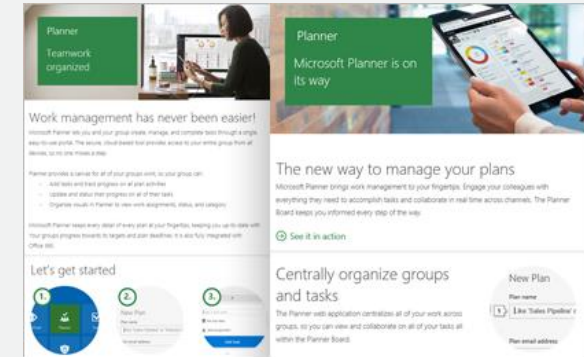
- Ensure staff are taken into account when putting together the messaging, to help them identify “what’s in it for me?”
- Pick a mix of activities including email, posters, and physical events, and plot them along the project timeline
- Schedule events where people can touch the products and ask questions
- Tailor activities for driving awareness to company and culture
- Having a leader send out a communication announcing Microsoft 365, kick off a launch event, or share the benefits during an all-hands meeting, will go a long way in validating its importance and getting everyone onboard with using the new technology

Posters, booklet and print



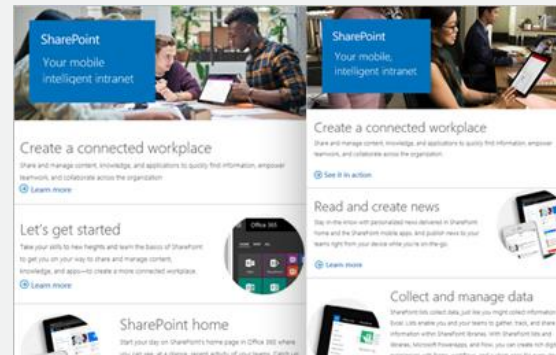
<https://aka.ms/ResourceHub>

Countdown and Announcement emails



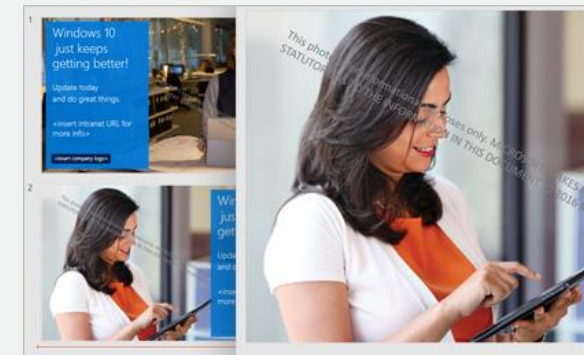
<https://aka.ms/ResourceHub>

Tips and Tricks email series



<https://aka.ms/ResourceHub>

Windows 10 Business Introduction Kit



<https://aka.ms/win10businesskit>

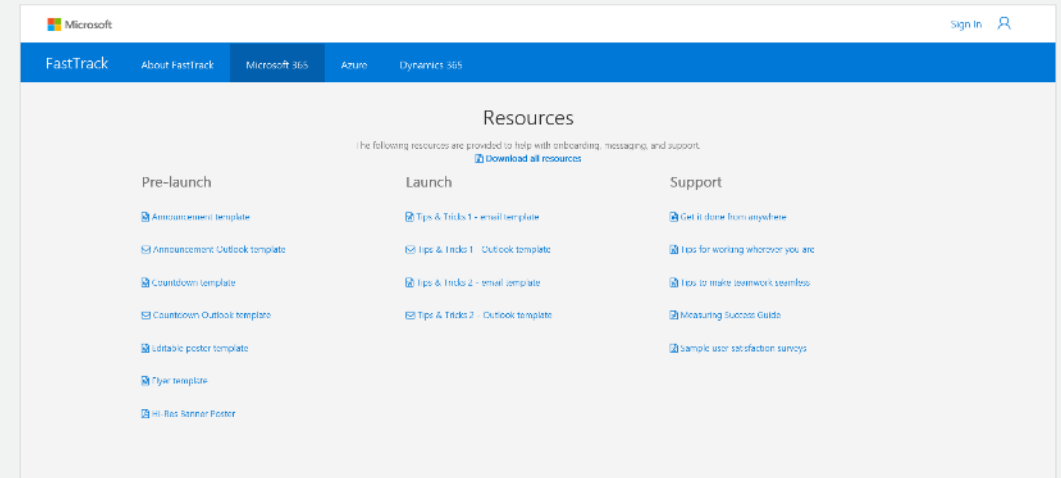


Consider Scenarios for Building Awareness Materials

Review scenarios and determine which ones can best be utilized for the organization's launch. Scenarios will help inform the communications plan.

- Translate the Core Scenarios into things that solve real business problems
- Decide which scenarios make sense for the company to promote in its Microsoft 365 launch
- Use the resources associated with each scenario to implement email announcements and training activities

Awareness Templates



<https://aka.ms/ResourceHub>



Training

Training

Focus on the why

Make sure employees know why the change is happening, what's in it for them, and why they're being asked to change

Use real work scenarios

Use tasks, or business processes, that are familiar to your audience as a way to draw them into learning how to use the technology

Use multiple formats

Training end users should take on multiple forms to accommodate different learning styles, geographical barriers, and resource constraints

Reinforce

Make the training stick with reinforcement options like on-demand training, lunch and learn sessions, and new employee training options



To help with change management and adoption, we created corporate Office 365 training materials with a consistent approach to using the services that discouraged customization and kept complexity to a minimum. As a design principle, we use the default settings in Office 365 for at least six months.

Anders Munck
Enterprise Architect, Carlsberg





Training Best Practices

Get people up and running quickly!

A training plan is critical to your Microsoft 365 Roll out.

When you are putting together your training program, you will need to take into consideration:

The current productivity tools you are running

If you are currently running a productivity system, you may need to spend an increased effort in the training stage, as it will require a change in behavior

The technology literacy of the staff

You need to understand how tech-savvy your staff are when planning your training program. This will help to determine how easily they will pick up new ways in which to work

The current change programs

It is important to understand what other programs are currently running in the business to ensure that you are not overwhelming your staff and there isn't any confusion with the learning of new ways to work

Training preferences of your staff

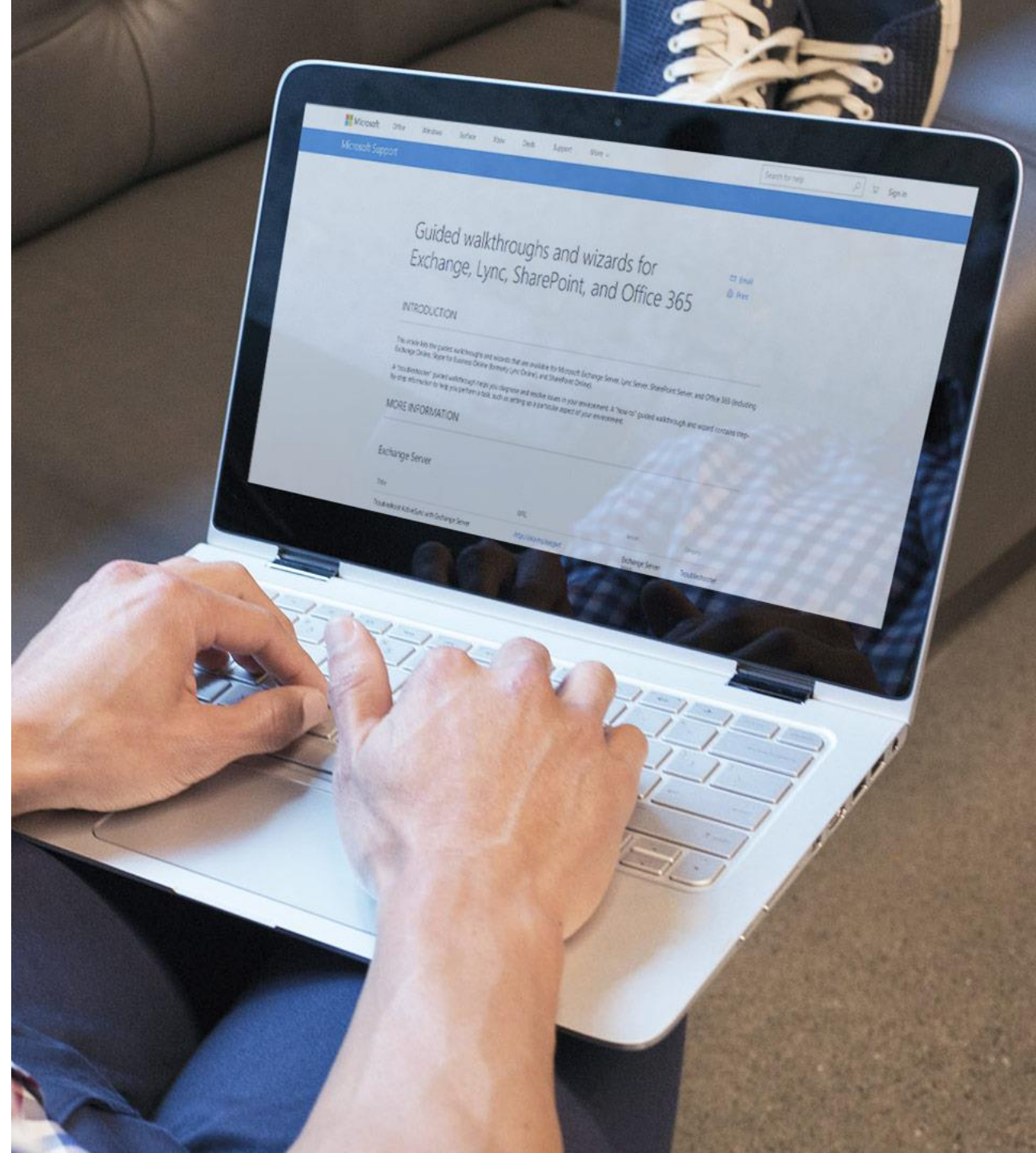
It is important to understand what is the best way to deliver specific training for your organization, whether it be through consumable micro-learning, in-person or through assisted or unassisted online tutorials

Help Desk Readiness

Make sure help desk is armed with the information they need to support your training.

Use this guide to help get your help desk ready to troubleshoot any Microsoft 365 issues or questions that your users may have.

<http://aka.ms/helpdeskready>



Access Training Resources

Access free online training resources to help launch Microsoft 365.



Office 365 Training Center

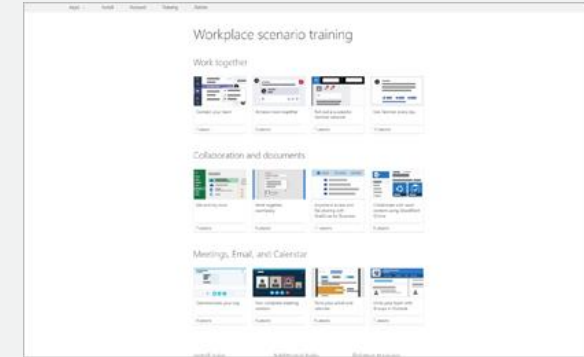
Product based training to help ready people to use the services and apps effectively.



office.com/training

Productivity Training

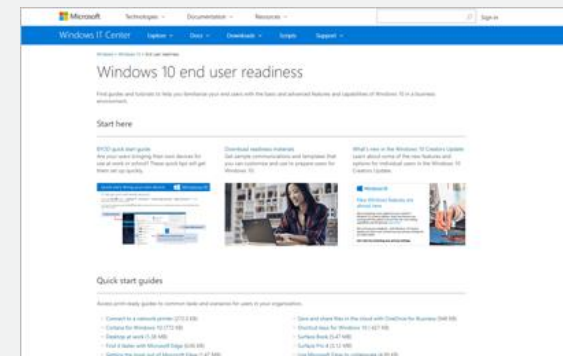
Scenario based training to ready people to maximize their productivity with Microsoft 365.



<http://aka.ms/productivitytraining>

Windows 10 Quick Start Guides

Find guides and tutorials to help you familiarize your end users with the basic and advanced features and capabilities of Windows 10 in a business environment.



<https://aka.ms/win10quickstartguides>

Office Help & Training - [https://support.office.com/Training Center](https://support.office.com/TrainingCenter)

[Office Training Center Bill of Materials](#)

Example Video:

[OneDrive video training](#)

Online Documents – <https://docs.microsoft.com>

Example:

[Teams training](#)

Productivity Library - <https://aka.ms/ProductivityLibrary>

Resource Hub - <https://aka.ms/ResourceHub>

(future) **Custom Learning for Office 365** (aka [Microsoft Training Services](#))
<https://aka.ms/customlearningfaq>

Other resources:

Coffee in the Cloud - <https://aka.ms/CoffeeInTheCloud>

LinkedIn Learning (aka www.Lynda.com) - <https://www.linkedin.com/learning> - filter/search for O365/Win10 specific courses

Microsoft 365 Productivity Library

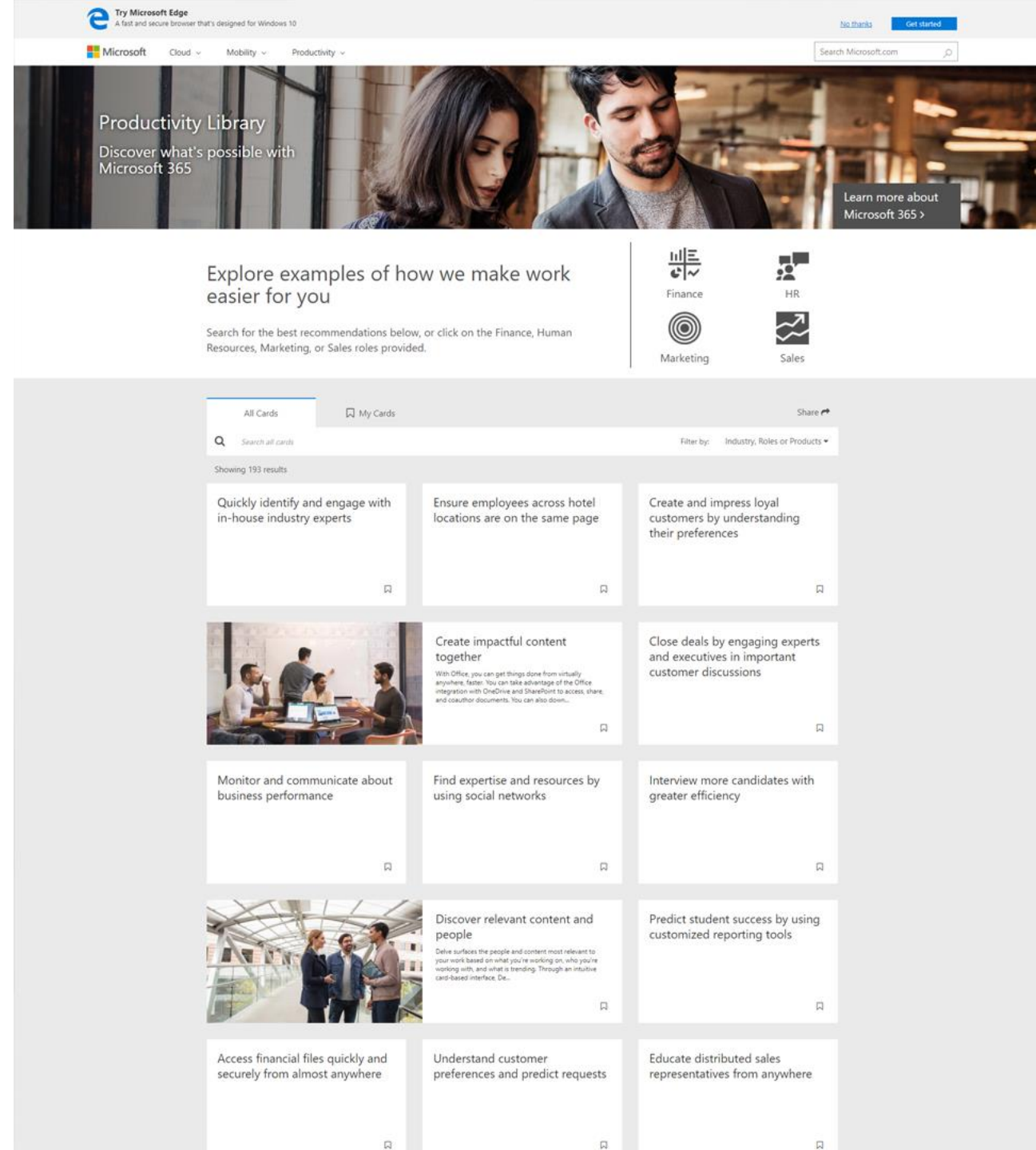
Discover what's possible with Microsoft 365

The Microsoft 365 Productivity Library is a collection of recommended use cases to showcase ideas on how to use the products to your best advantage, in a way that's relevant to you.

The idea cards speak to everyday challenges you can solve with Microsoft 365 across industries and roles, and includes short training videos.

You can search the cards by Industry, Role or Product, or any keywords fitting your needs.

aka.ms/productivitylibrary



Partner Offerings

[Brainstorm](#)

[Vitalyst](#)

[CoreView](#) - [Just-in-Time-Learning for Office 365](#)

[Directions](#)

[LMS365](#)





Corporate Summary

- Over 25 Years of Learning & Development Experience
- Coverage of all Microsoft workloads for both IT Pro & End User audiences
- Extensive experience in developing customized training solutions
- Dynamic training modalities: VILT, Onsite, JIT-JET, Deskside Coaching, Lecture/Demo, Kiosk
- Complimentary, 60 minute Lunch & Learn Sessions
- Comprehensive Adoption & Consumption solutions including:
 - Communication & Change Management
 - Continuous learning content & labs
 - Surveys, Executive Summaries & Detailed Reporting
- GSA, DIR & MBE/WBE certified

A Quality Learning Experience Delivered Your Way



Virtual Instructor-led Training
(Direct2You)



Instructor-led Training On-site at
Your Facility



On-Demand: Just-in-Time, Just-
Enough-Training (JIT-JET)

Tips 'n Tricks Sessions



Outlook



Word



Excel



PowerPoint



OneNote



Access



Publisher



Skype



Exchange



OneDrive



Microsoft Teams



Plan and Implement



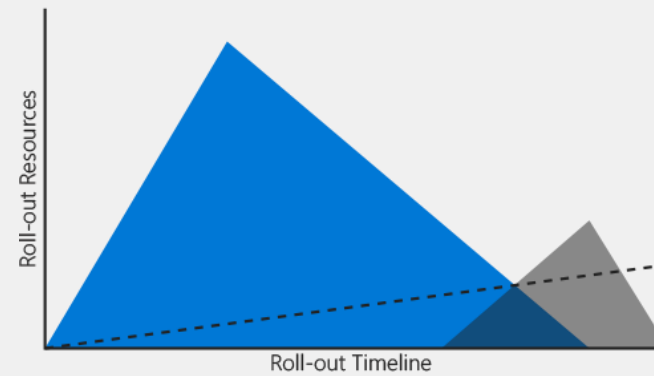
Plan Adoption Activities

When planning your adoption effort, it is important to have a view that extends past your initial launch.

Your end-users may be resistant to change, so post launch training and communications are critical steps to initiate in parallel with your technology deployment planning.

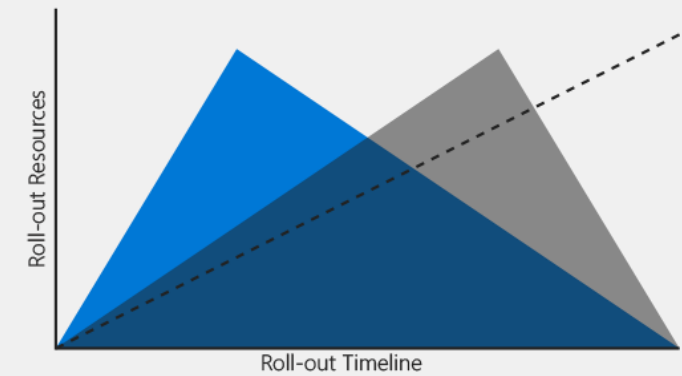
Common approach

End-user focus is an after-thought. For instance 'an email with a link to training'



Ideal approach

End-user adoption is a parallel, integrated work stream with deployment



Technical deployment planning & execution User focused planning & activities Adoption Trajectory

Microsoft 365 Roll-out Timeline

Workstream	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6 Launch
Identify Key Stakeholders and Assemble Team	Identify and recruit Success Owner and Project Manager	Identify and recruit Executive Sponsor(s), and fill remaining team roles				
Identify and Prioritize Scenarios	Identify and develop scenarios	Prioritize scenarios				
Define Success Criteria		Define success criteria/key performance indicators (KPI) and establish KPI benchmarks				
Create Success Plan	Begin capturing project details in a Success Plan at http://fasttrack.microsoft.com	Finalize Success Plan				
Build Champions Program	Identify and recruit Champions. Create Yammer Group to support Champions	Train Champions and brainstorm activities	Determine ongoing champion duties	Finalize champion launch activities	Get feedback and success stories from Champions to use in launch	
Early Adoption Program	Recruit program participants. Set up a Yammer group to make communication and feedback collection easy	Circulate a baseline survey to participants. Provide participants with activated account to formally begin Early Adoption Program	Check in with program participants to collect informal feedback		Send out a final survey and use any insights gathered to make adjustments to launch.	
Communication and Awareness	Develop communications plan and engagement event strategy. Develop communications materials using the available templates	Send a 'countdown email' to employees	Ensure that Microsoft 365 has a visual presence throughout corporate offices	Announce upcoming Microsoft 365 launch on company intranet. Prepare for launch engagement event.	Create a Yammer group for end users to share their Microsoft 365 success stories. Circulate a baseline survey to end users	Send an 'Announcement Email' to let users know what's available. Execute launch engagement event.
Training	Develop end user training plan		Set up internal training site to store training resources		Train end users	Train end users
Support		Ready help desk to support end users				
Boost User Engagement and Drive Adoption						
Manage and prepare for change						
Measure, Share Success, and Iterate						

Microsoft 365 Roll-out Timeline

Workstream	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
Identify Key Stakeholders and Assemble Team						
Identify and Prioritize Scenarios						
Define Success Criteria						
Create Success Plan						
Build Champions Program		Get feedback from Champions and iterate program as necessary				
Early Adoption Program						
Communication and Awareness		Send "Tips and Tricks" email to end users		Send "Tips and Tricks" email to end users. Circulate a post-launch survey.		Send "Tips and Tricks" email to end users
Training	Setup ongoing training series					
Support						
Boost User Engagement and Drive Adoption	Prepare and run contests to continue encouraging user engagement Update and maintain internal training site Share success stories Periodically host additional engagement events					
Manage and prepare for change	Monitor the Public Roadmap and blogs Communicate to and ready end users for new feature releases					
Measure, Share Success, and Iterate	Collect and report on Microsoft 365 success criteria and Key Performance Indicators (KPIs) Capture and share success stories Roll-out new Scenarios					

Get Started



Plan for success

Leverage the adoption guide and email templates available on the FastTrack website to plan and execute adoption plan



<http://fasttrack.microsoft.com>



<https://aka.ms/adoptionguide>

- Prescriptive guidance
- Resource links
- Communication templates
- Best practices

Identify scenarios

Use the Productivity Library to see how Microsoft 365 is relevant to your business stakeholder's daily activities

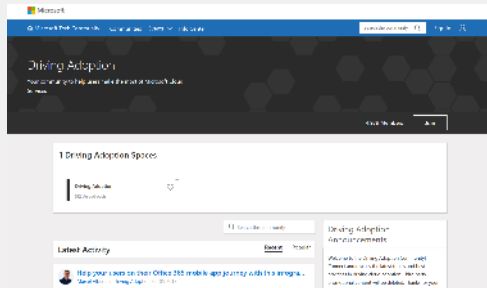


<http://aka.ms/productivitylibrary>

- Industry and role filters
- Launch email templates

Learn from peers

Talk to thousands of other Microsoft Customers on the Microsoft Technology Community to understand their best practices and insights



- Collaborate with Peers
- Build Relationships
- Access Additional User Resources
- Lean on Other's Experience

<http://aka.ms/driveadoption>

Train end users

Help ready people to use the services and apps effectively with training



- Article style and video training
- Product and scenario based

<http://office.com/training>

<https://aka.ms/win10quickstartguides>

<https://aka.ms/windows10productivitytips>